**Orientation & User Guide**

1. **What is a dashboard?**
   1. A forum for viewing the most critical program performance indicators
      1. Horizontally (across indicator types): input, process, output, outcome
      2. Vertically (by program management level): State, district, block
      3. Inclusive of community, facility, and system indicators
   2. Each dashboard covers one of the RMNCH+A thematic areas, or, it covers a sub-topic within a thematic area
   3. Provide a coherent and complete picture of performance
2. **What is the purpose of a dashboard**
   1. Highlight service gaps (flag service-delivery issues)
   2. Supports & promotes improved program:
      1. Planning
      2. Decision-making
      3. Corrective-action
3. **Necessary software program for accessing the dashboard**
   1. The ‘Tableau Reader’ application is necessary to view the tableau dashboards
   2. Follow link: <http://www.tableausoftware.com/products/reader> and select ‘download reader now’
4. **Understanding the dashboard layout**

* The purpose of the dashboard is to focus on improving health outcomes
* Outcome data from all relevant sources is used,
* Outcome-mapping was conducted to link specific outcomes with critical…
  + Services
  + Staff & Training
  + Resources (infrastructure, equipment, drugs, supplies),
* A complete picture of performance (creating a story behind the outcomes)
  + The dashboard layout emphasizes outcomes
  + But, the layout links those outcomes to other important program aspects to help provide a more complete and clear *picture of performance*
* The dashboard is divided into four quadrants, representative of different program indicator types
  1. *Top-left*: Outcome indicator(s)
     1. GoUP mandated health outcome(s) within a specific thematic/ sub-thematic area
  2. *Top-right*: Services (against total need, targets, benchmarks)
     1. Comparison of outcome indicator(s) across multiple data sources
     2. Comparison of that outcome and related services from the same data source
     3. Comparison of services from different data sources
  3. *Bottom-right*: Staff & Training
     1. % availability of critical staff
     2. % availability of trained staff
  4. *Bottom-left*: Resources (Infrastructure, equipment, drugs, supplies [IEDS])
     1. % of facilities that currently have critical IEDS available

1. **Understanding the dashboard levels**
   1. The advantage of an interactive dashboard is the ability to investigate performance issues by drilling down from one management level to the next
   2. There are 3 dashboard levels:
      1. State
      2. District
      3. Block
   3. Each dashboard level allows the user to view two program management levels

|  |  |
| --- | --- |
| Dashboard level | Program management data |
| State | 25 HPDs |
|  | 1 district |
| District | 1 district (all blocks) |
|  | 1 block |
| Block | 1 block (all facilities) |
|  | 1 facility |

1. **Navigating through the dashboards**
   1. Title of dashboards > Table of contents > *Dashboard selection >* State level dashboard > District level dashboard > Block level dashboard
   2. The *Top-left* (outcome) quadrant – which is always a map (state, district, block, or heat) – is the anchor for each dashboard on each level
   3. The map is the anchor of each dashboard and serves two functions
      1. A vehicle to move up and down dashboard levels
      2. Selection filter
2. **Movement up and down dashboard levels: drilling-down & zooming-up**
3. Choose district (or block, or facility)
4. Scroll-over the desired district (or block, or facility)
5. A tooltip menu will appear. This menu provides…
   1. Identification details about the district (or block, or facility)
   2. Value of the indicator being represented by the map for that district (or block, or facility)
   3. Blue, action link(s) to ‘drill down’ and/or ‘zoom out’
6. Scroll-over and click on the desired blue link
7. That dashboard level will appear
8. **Selection filter - Dynamic Dashboards: Understanding performance & gaining insight for decision-making** 
   1. The Top-left outcome quadrant that houses the map acts as a selection filter for the rest of the dashboard
   2. Scroll-over and click on a specific district (block, or facility)
   3. All of the visualizations on the dashboard to change to reflect the data for that district (block, or facility)
9. **Drop-down tabs: Using questions to focus of**
   1. Most quadrants contain multiple visualizations
   2. Although only one visualization can be seen at a time, all users do have access to all visualizations in a quadrant
   3. In order to see and analyze each visualization, click on the drop-down tab found in the upper, right-hand corner of each quadrant
   4. A list of questions will appear
   5. Each question relates to a specific visualization and that question guides the user to think about/ focus on a particular aspect of the visualization
   6. Click on the visualization you wish to view
10. **Tool-tip (pop-up box)**
    1. Scroll over any part of a visualization (map, bar chart, pie chart, etc.)
    2. A pop-up box will appear (known as the tool-tip)
    3. The tool-tip provides critical and more specific information about that portion of the visualization
    4. Generally the tool-tip will display the following information
       1. District name (\*block name, facility name, facility-type, if applicable)
       2. Value, usually in a percentage (%)
       3. The denominator: definition and total number(#)
11. **Light bulbs: Making relationships between visualizations in two different sections of the dashboard**
    1. Scroll over a light bulb and a tool-tip will appear
    2. In the tooltip you will see questions
    3. These questions ask the user to make relationships between the visualization of one section with a visualization of another section
    4. Investigate these relationships and see if there is any insight
12. **User Tips**
    1. General

* To go back or undo a selection: ‘ctrl’ + ‘Z’
  + This works when moving between
    - Dashboard pages
    - Dashboard levels
    - Single district (or block) and all 25 district (blocks)
  1. Maps
* Click once on a single district for all district data to appear
* Click once – just off of the map – for all 25 district data to appear
  + Sometimes this may take a second
  + If you click more than once the map will zoom in
  + To zoom back out either
    1. ‘Ctrl’ + ‘Z’
    2. Right click over the map > select ‘show zoom controls’ > click the ‘minus sign’ > right click > select ‘hide zoom controls’